**Troubleshooting Phoenix R125-R150-R175-R200 Dehumidifiers**

**No dehumidification, neither hour meter or compressor run and POWER button does not turn ON.**

1. Unit unplugged or no power to outlet

2. Defective control board

3. Loose connection in internal wiring

**No dehumidification, neither hour meter display nor compressor run with POWER button ON.**

1. Defective control board

2. Loose connection in internal wiring

**Unit is leaking water**

1. Drain hose is kinked, disconnected or damaged – inspect for kinks or damage and repair or replace as needed
2. Wiring connection to pump is loose or damaged – repair or replace wiring
3. Defrost tray is cracked or plugged – clean or replace as needed.
4. Pump reservoir is clogged or cracked – inspect and repair or replace as needed.
5. Pump is damaged or defective – repair or replace as needed.

**Some dehumidification, air mover runs continuously but compressor only runs sporadically.**

1. Unit is in defrost cycle, DEFROST light on

2. Defrost thermistor defective or loose

3. Loose connection in compressor circuit

4. Defective compressor overload

5. Defective compressor

6. Defective relay

7. Upper housing is not sealed to lower housing

**No dehumidification, air mover runs but compressor does not.**

1. Bad connection in compressor circuit

2. Safety float switch closed, check pump reservoir

3. Defective compressor capacitor

4. Defective compressor overload

5. Defective compressor

6. Defective control board

**Air mover does not run. Compressor runs briefly but cycles on and off.**

1. Loose connection in blower circuit

2. Obstruction prevents impeller rotation

3. Defective air mover

**Unit removes some water but not as much as expected.**

1. Air temperature and/or humidity have dropped

2. Humidity meter and/or thermometer used are out of calibration

3. Unit has entered defrost cycle

4. Air filter dirty

5. Defective defrost thermistor

6. Low refrigerant charge

7. Defective compressor

8. Restrictive exhaust ducting

**Unit runs but does not pump water.**

1. Hose kinked or plugged

2. Pump motor defective

3. Pump check valve plugged

4. Bad connection in pump circuit

5. Hose disconnected internally

**Unit pumps water automatically but not when PURGE button is pushed.**

1. Bad connection in PURGE button circuit

2. Defective control board

**Evaporator coil frosted continuously, low dehumidifying capacity.**

1. Defrost thermistor loose or defective

2. Low refrigerant charge

3. Dirty air filter or restricted air flow

4. Front housing is not sealed to rear housing

**Compressor runs with POWER button OFF.**

1. Defective relay

2. Defective control board